

SECRETARY'S RECORD, PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska)	Application No. 911-076
Public Service Commission, on)	/PI-249
its own motion, conducting an)	
investigation into 911 service)	ORDER EXPANDING INVESTIGATION
outages occurring in areas of)	AND REVISING CAPTION
Nebraska served by Windstream)	
and its affiliates.)	Entered: December 5, 2023

BY THE COMMISSION:

O P I N I O N S A N D F I N D I N G S

On September 12, 2023, the Nebraska Public Service Commission ("Commission") entered an order opening an investigation into a multi-hour disruption of 911 service that resulted from a system-wide telecommunications outage experienced by Windstream customers in southeast Nebraska on Saturday, September 2, 2023 and Sunday, September 3, 2023 ("September 2023 Windstream Outage").

On Tuesday, November 28, 2023, 911 service was again disrupted in the Windstream service area of Nebraska ("November 2023 Windstream Outage"). According to initial reports (and unlike the more widespread telecommunications disruption experienced during the September 2023 Windstream Outage), the November 2023 Windstream Outage appears primarily to have impacted the delivery of 911 calls and non-emergency telephone service to public safety answering points in the Southeast Region of PSAPs. Fortunately, according to the information available as of the date of this Order, the November 2023 Windstream Outage was resolved, with full service restored, in less than an hour.

Like the September 2023 Windstream Outage, the loss of 911 service to a large portion of southeast Nebraska during the November 2023 Windstream Outage raises important questions regarding the failure of redundant systems to prevent the outage and the adequacy of notification the carrier provided to PSAPs about the outage. These questions remain notwithstanding the fact that the November 2023 Windstream Outage was of a relatively short duration.

Accordingly, the Commission has determined that the investigation already underway in this docket should be expanded to include, without limitation, the cause or causes of the

SECRETARY'S RECORD, PUBLIC SERVICE COMMISSION

Application No. 911-076/PI-249

Page 2

November 2023 Windstream Outage, and the caption of this docket revised accordingly.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the investigation in this Application No. 911-076/PI-249 be expanded as stated herein, and the caption of this in in this docket be revised as reflected at the top of this Order.

ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska, this 5th day of December, 2023.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Eric M. Hamler

[Signature]

Tim Schram

Kevin Stocker

[Signature]

Chair

ATTEST:

Thomas W. Golden
Executive Director